



NETWORK

Let enforcement's source for consumer complaints

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Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints

Reference Number: 38152239	Originator Reference Number:
Language: English	Contact Type: Complaint
Source: Consumer	DNC? N
Comments: Square contacted me alleging someone holding American Express card was accusing me of fraud. I responded with a demand to return the funds as there wasnt fraud or a dispute and I provided documentation, including audio, there wasnt fraud or a dispute. Repeated attempts to contact Square, Inc. via email and phone have been unreturned. I therefor am filing this complaint and mailing Square, Inc. a demand to their physical address. Sincerely, (b)(6) PS9000: CREDIT CARD PROCESSING SERVICE Other-Other Update	
Was the complaint resolved?:	Complaint Resolution:
Data Reference:	
Entered By: FTCCIS-FTCUSER	Entry Date: 6/11/2012
Updated By: CRSS\tiacobucci	Updated Date: 6/12/2012
Complaint Source: FTC Online Complaint Assistant (CIS)	Product Service Code: Leasing: Business
Amount Requested: \$7,038.00	Amount Paid: \$7,038.00
Payment Method: Other Payment Method (Note in Comments)	Agency Contact: Internet
Complaint Date: 6/11/2012	Transaction Date: 6/6/2012
Initial Contact: Internet/E-mail	Initial Response: Internet/E-mail
Statute/Rule: FTC Act Sec 5 (BCP)	Law Violation: Deception/Misrepresentation
Topic:	Dispute with Credit Bureau?:
Dispute with Credit Bureau - Responded?:	Dispute with Credit Bureau - Resolved to Satisfaction?:
Member of No armed forces or dependent?:	

Consumer Information

Consumer	
Complaining Company/Org:	
First Name: (b)(6)	Last Name: (b)(6)
Address 1:	Address 2:
City: FRANKLIN	State: Tennessee
Zip: (b)(6)	Country: UNITED STATES
Home Number:	Work Number: (b)(6)
Fax Number:	Ext:
Email:	Age Range:
Military Service Branch:	Soldier Status:
Soldier Station:	

Subject

Subject: Square, Inc
Address: 110 5TH STREET
City: San Fransisco
ZIP: 94103
Email: help@help-messaging.squareup.com
Area Code: 415
Ext:

Subject ID
Issuer State:
Representative Jeanette
Name:

State/Prov: California
Country: United States
URL: <http://squareup.com>
Phone Number: 3753176
Subject ID
Type:
Subject ID
Issuer Country:
Title:

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Provided by the Federal Trade Commission